

Drawing 1 of 24

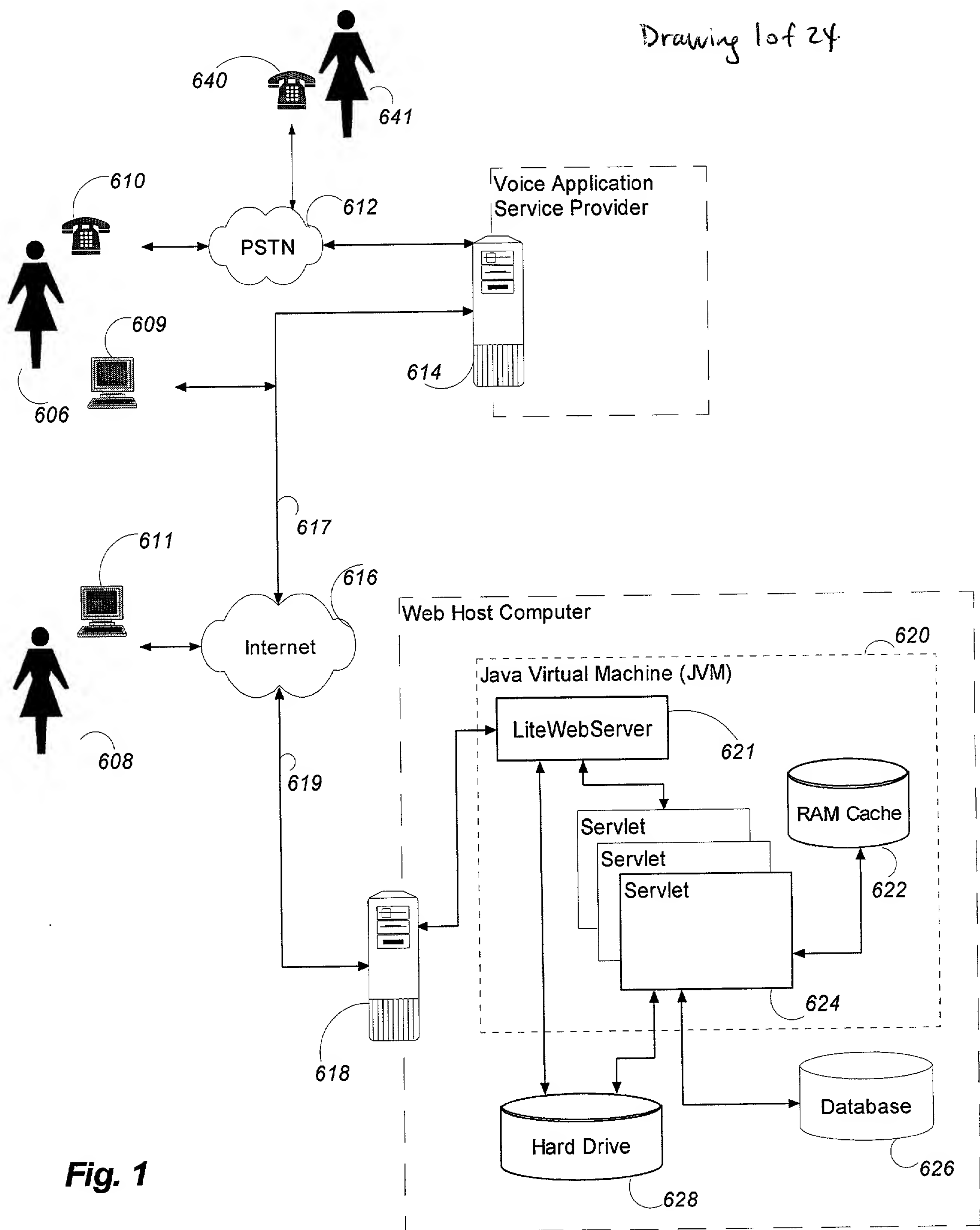


Fig. 1

Top Level Flow Diagram for Nurse-Assisted Telephone Triage Program

Fig. 2a

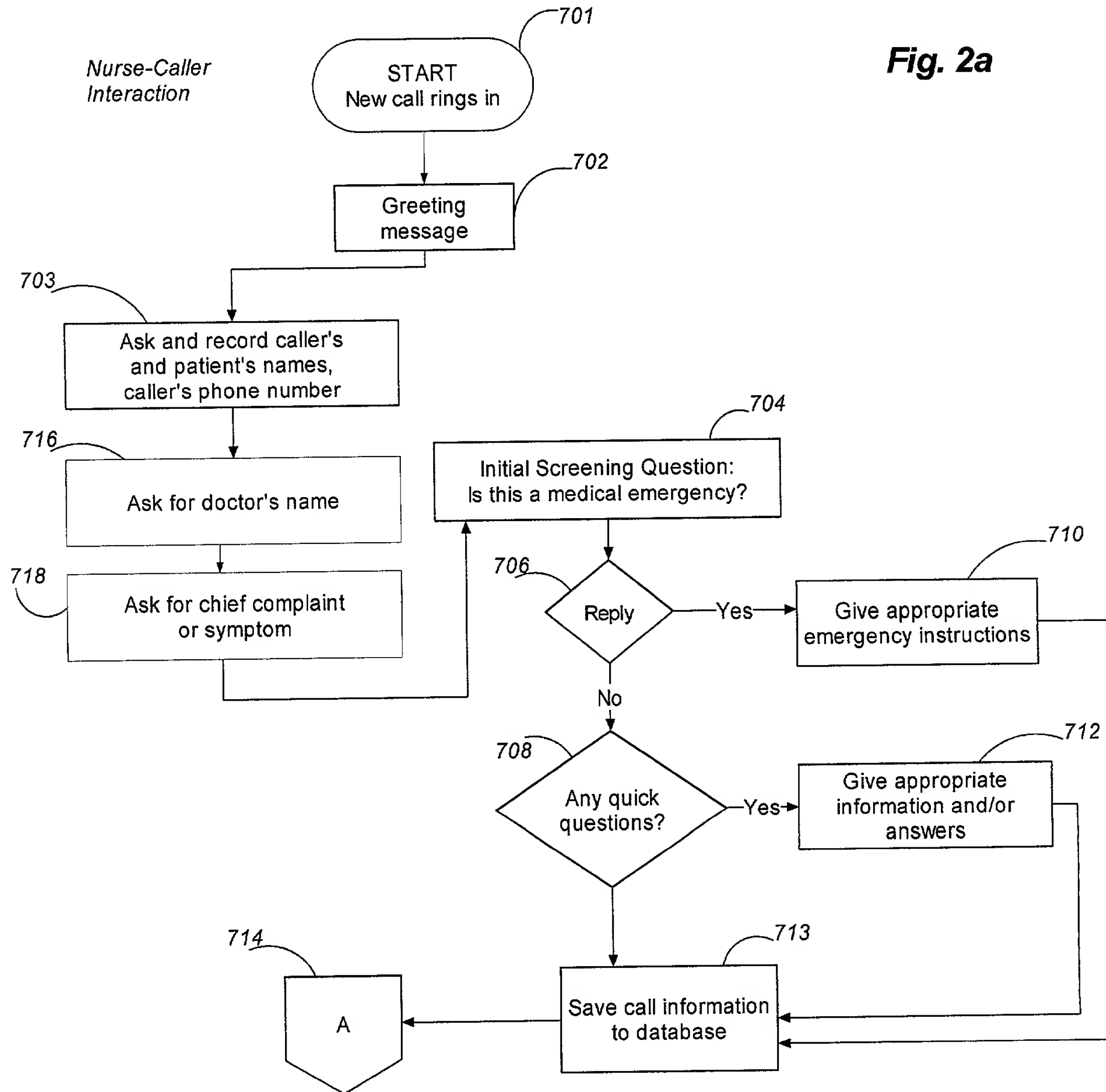
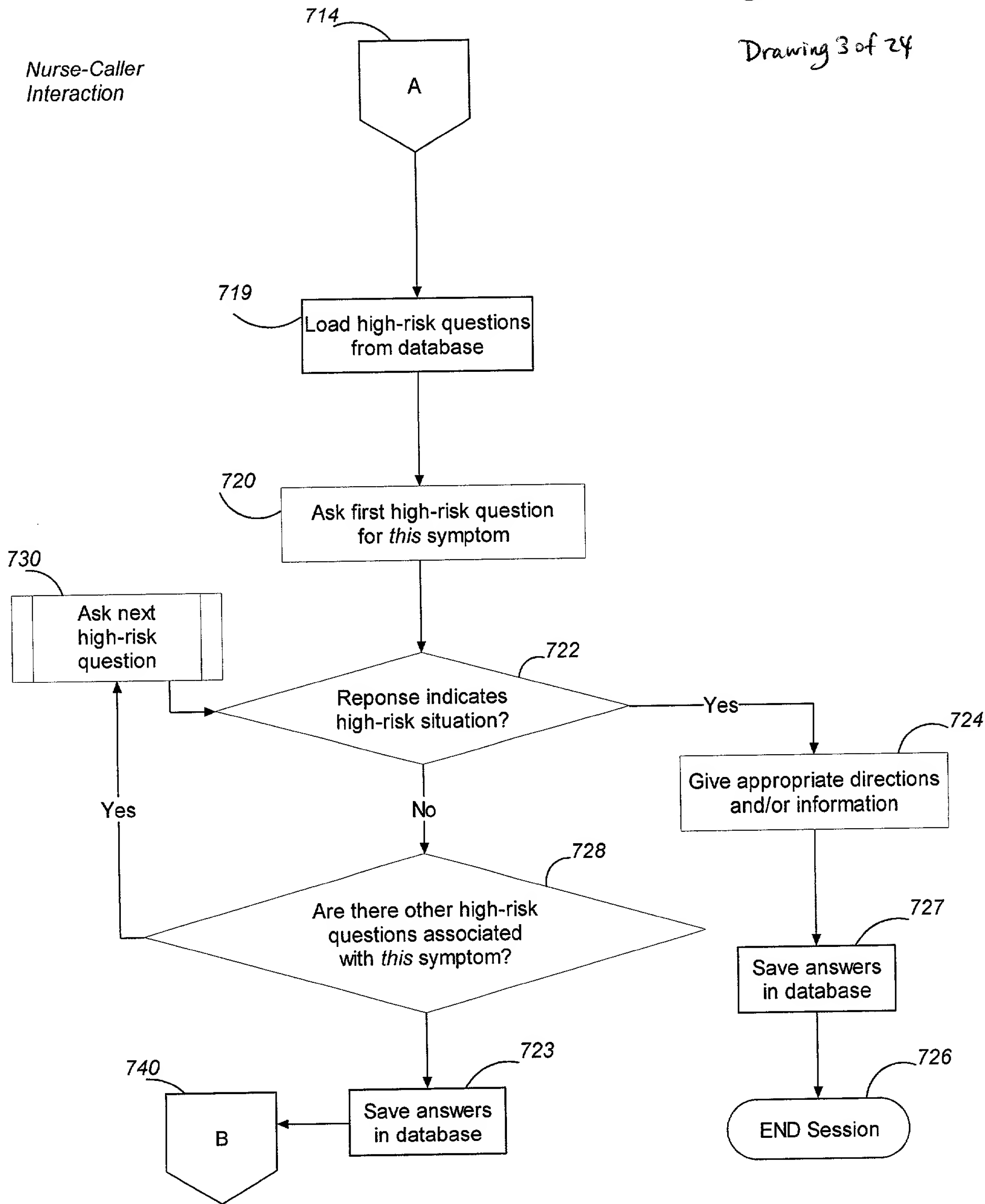


Fig. 2b

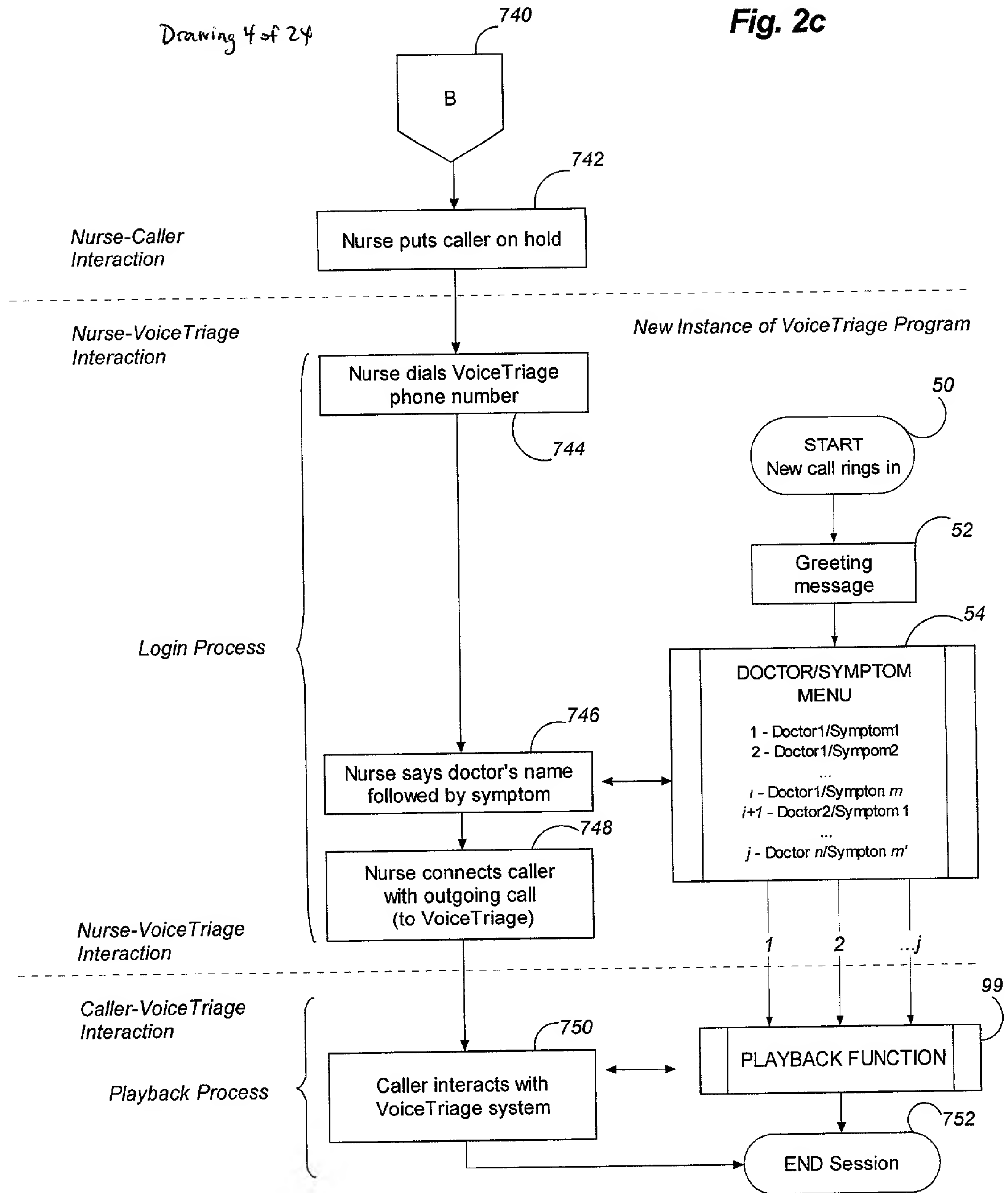
Drawing 3 of 24

Nurse-Caller
Interaction



Drawing 4 of 24

Fig. 2c



Top Level Flow Diagram for Fully Automated Telephone Triage Program

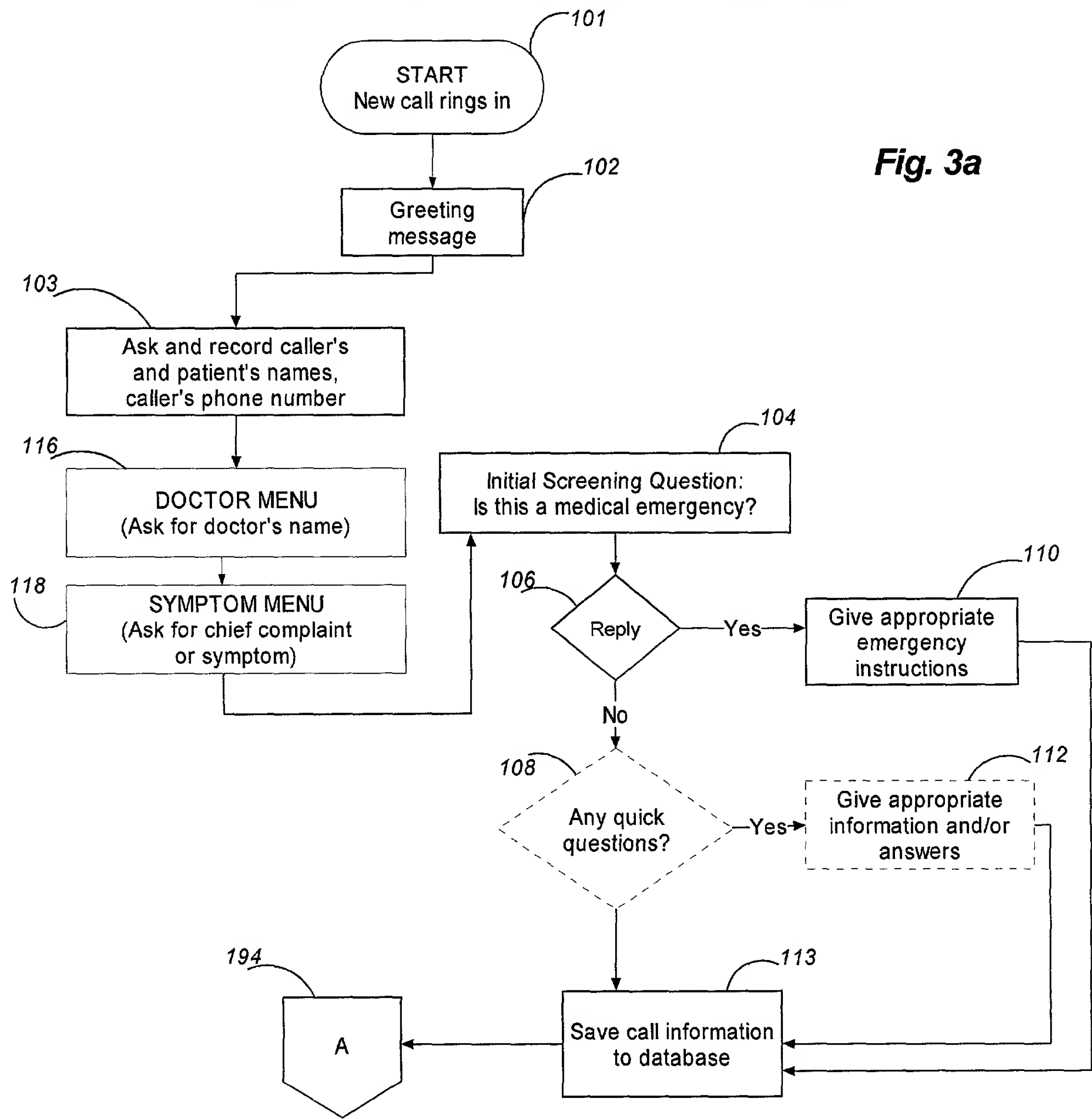
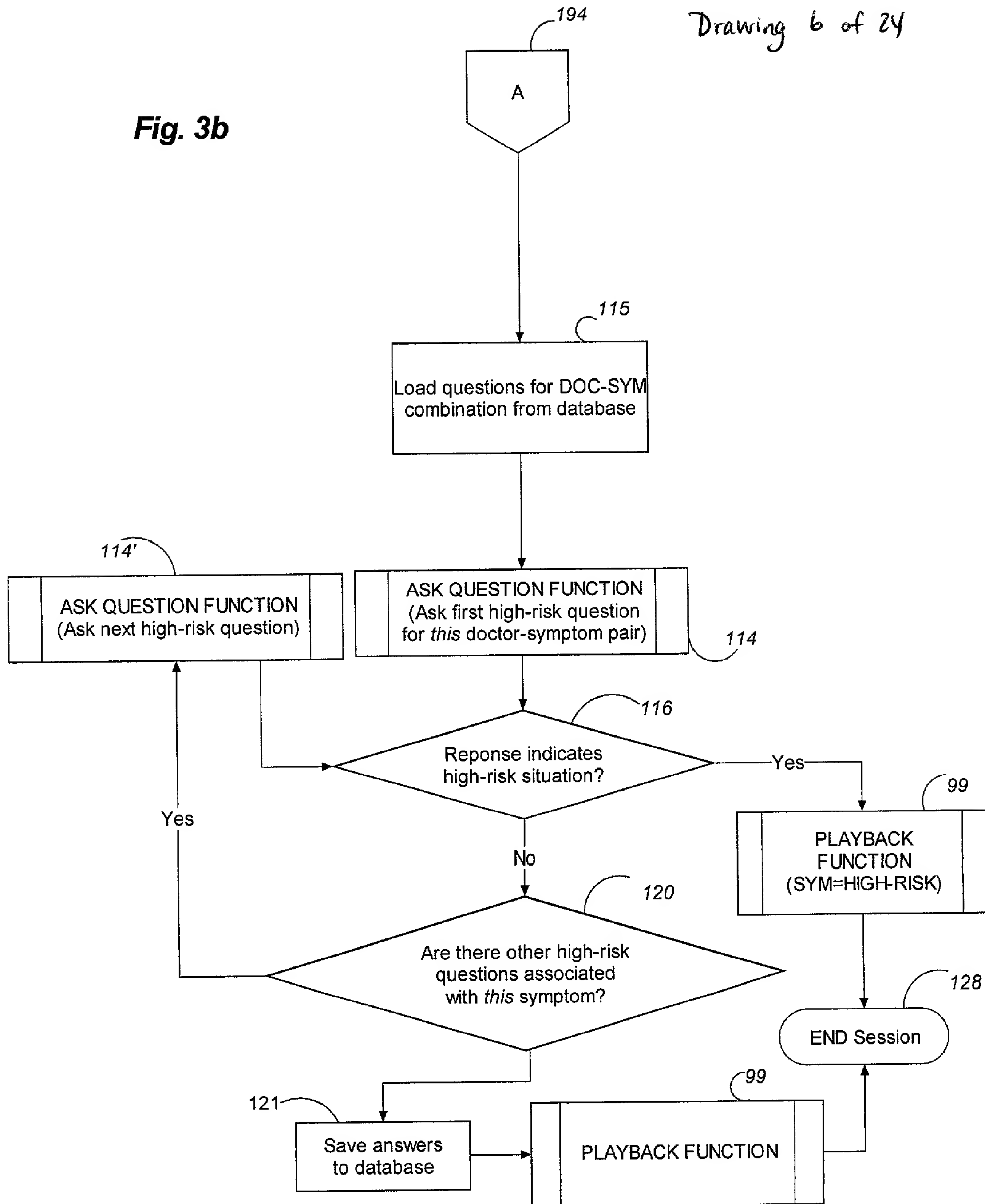


Fig. 3b



Doctor Menu

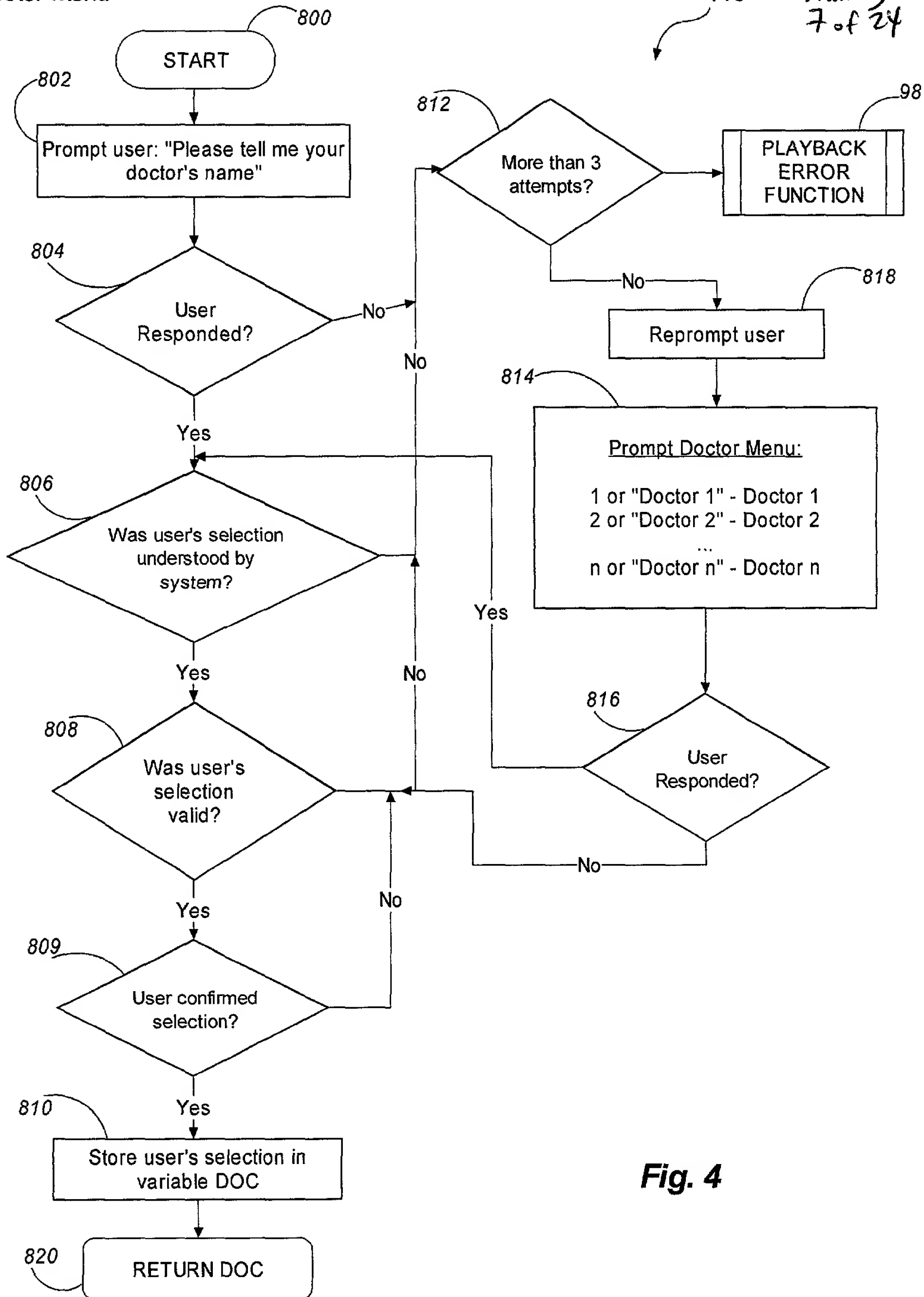


Fig. 4

Drawing
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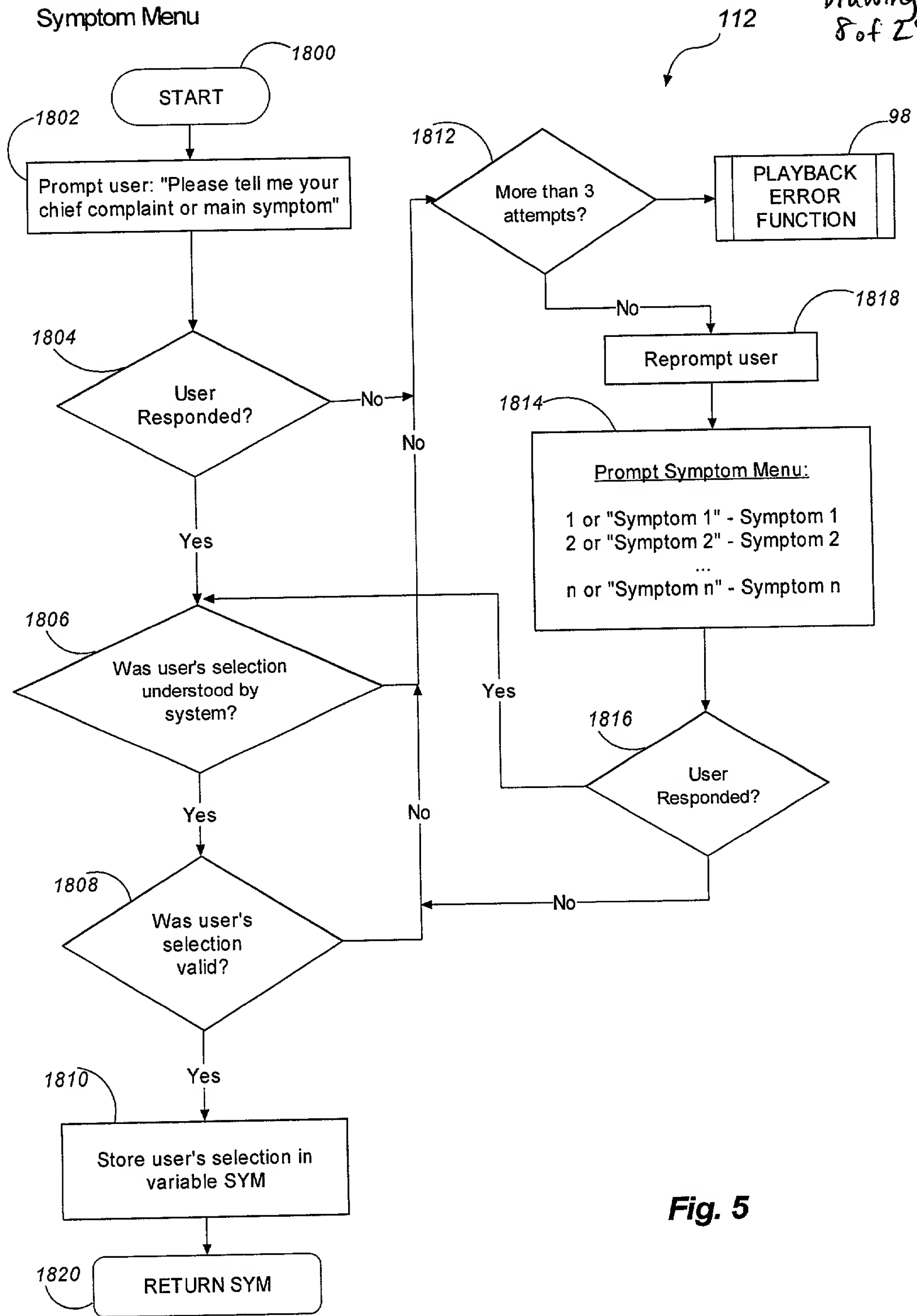
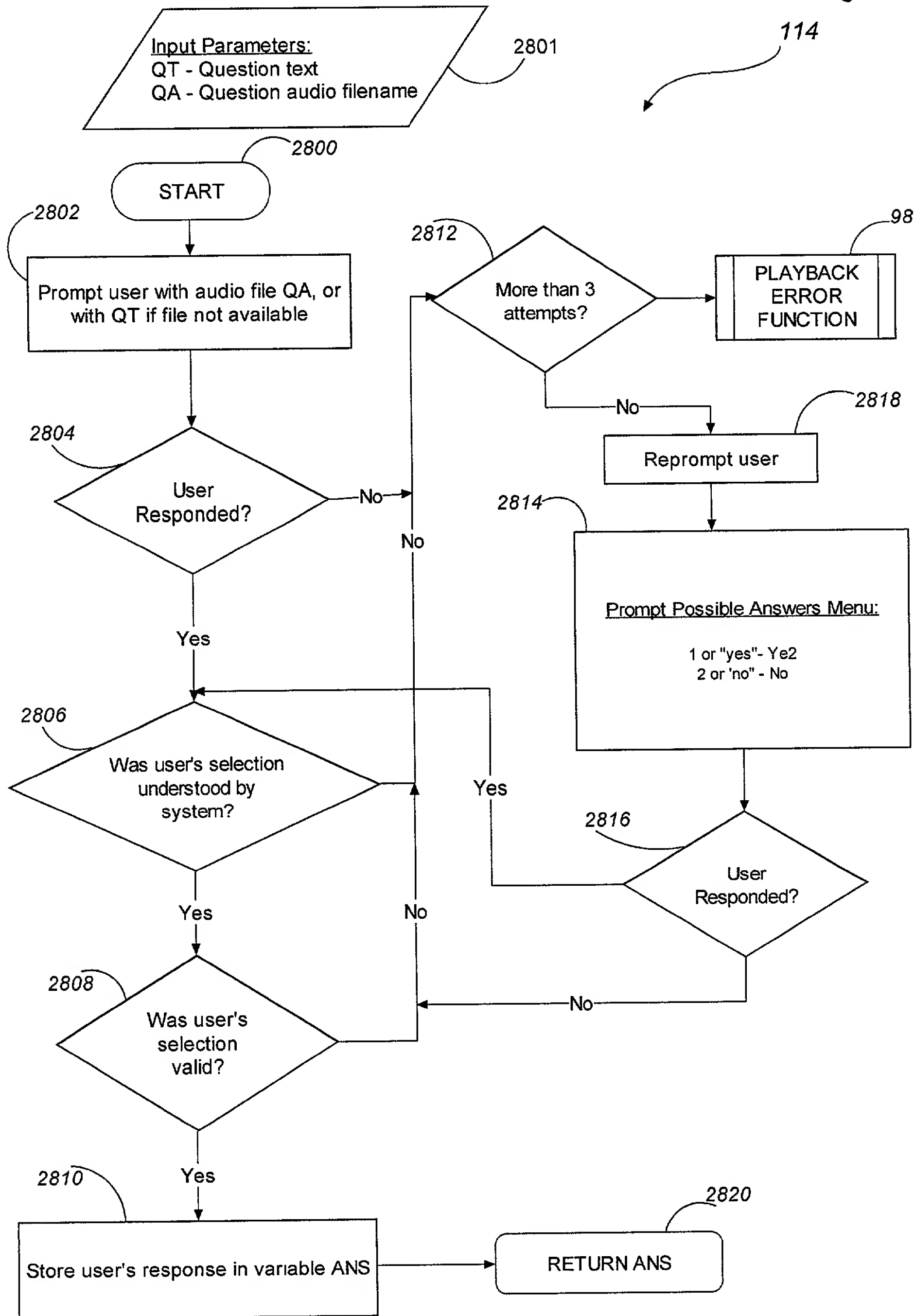


Fig. 5

Ask Question Function

Fig. 6 Drawing 9 of 24



Doctor/Symptom Menu

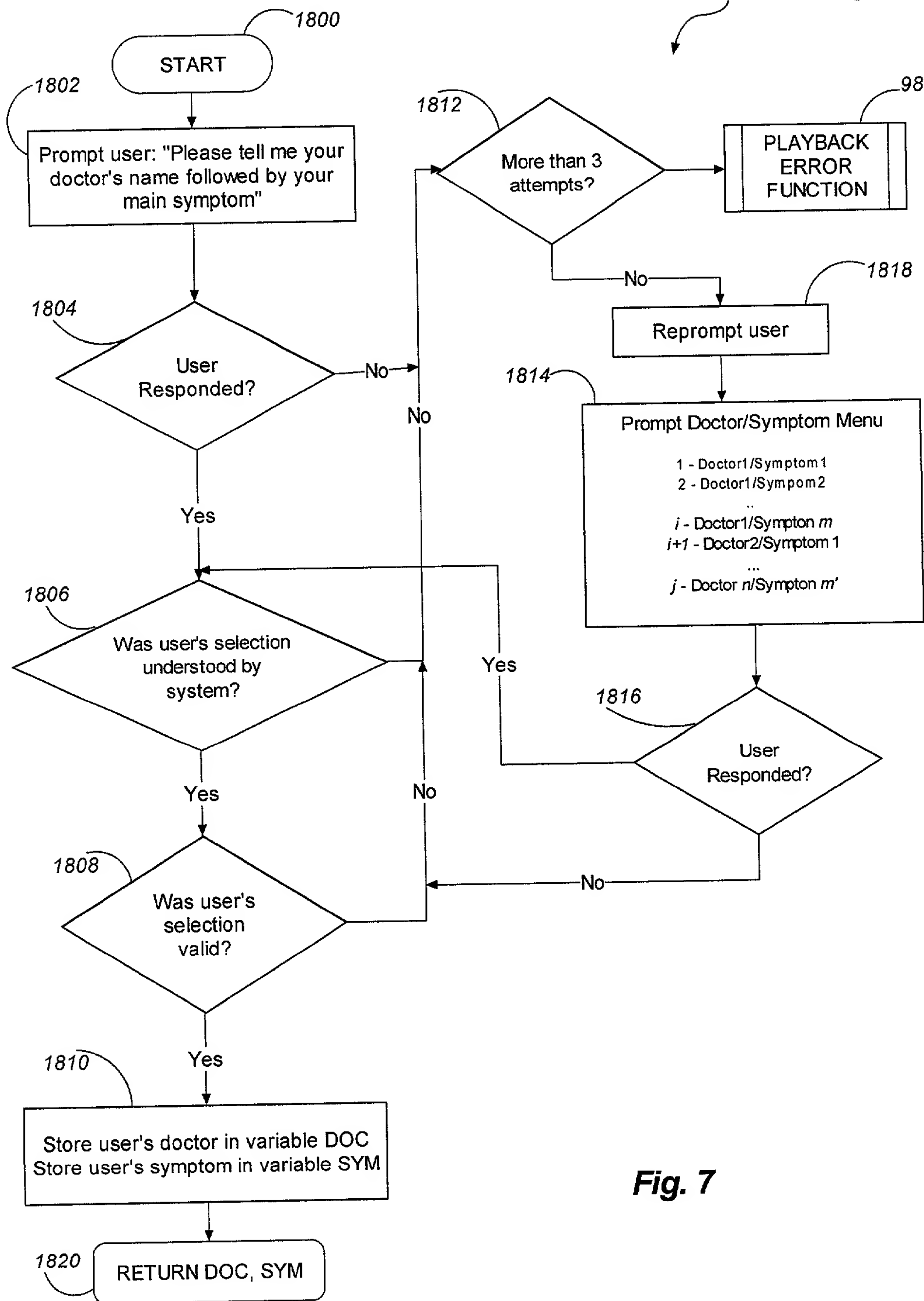
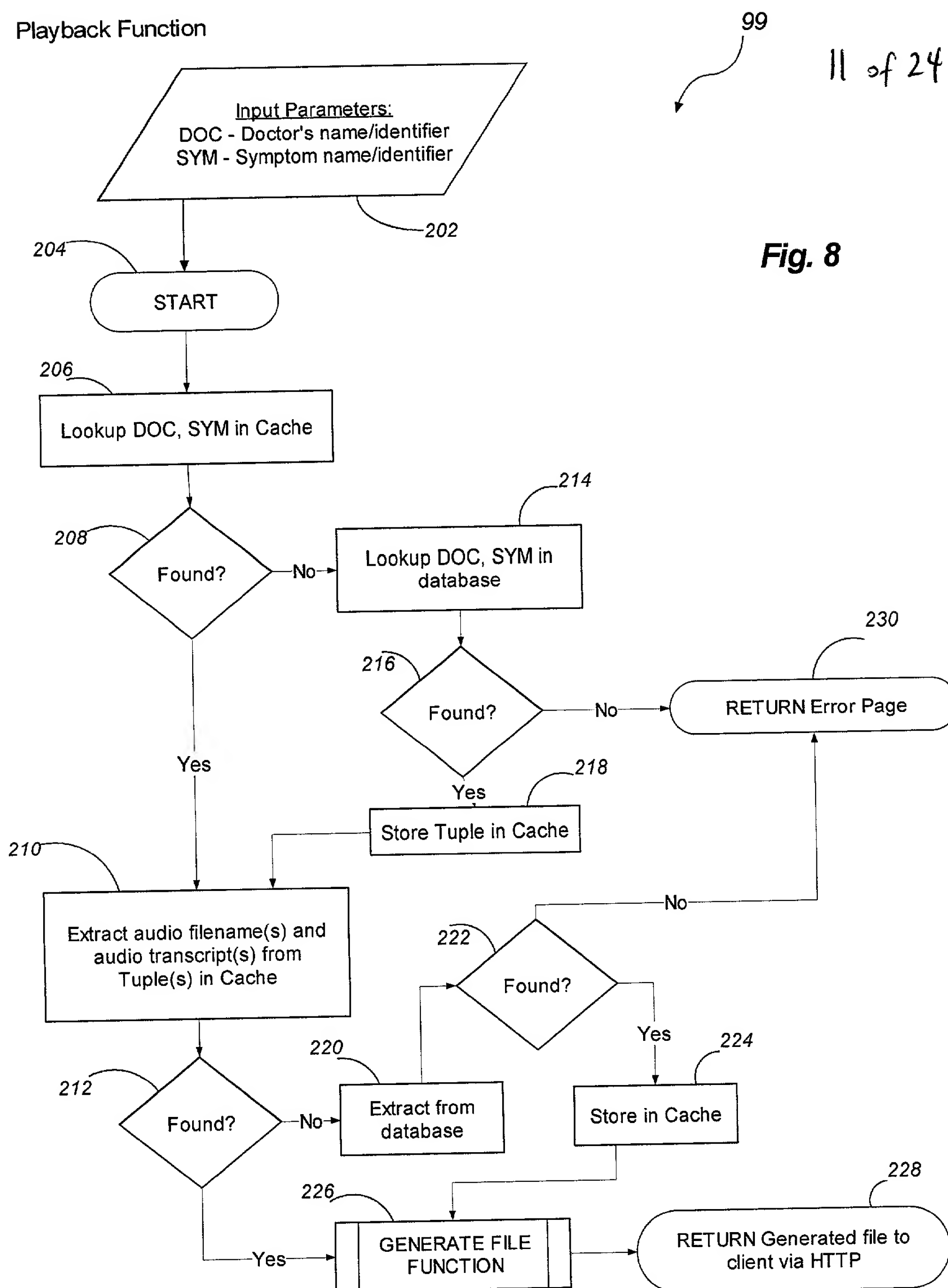


Fig. 7

Playback Function



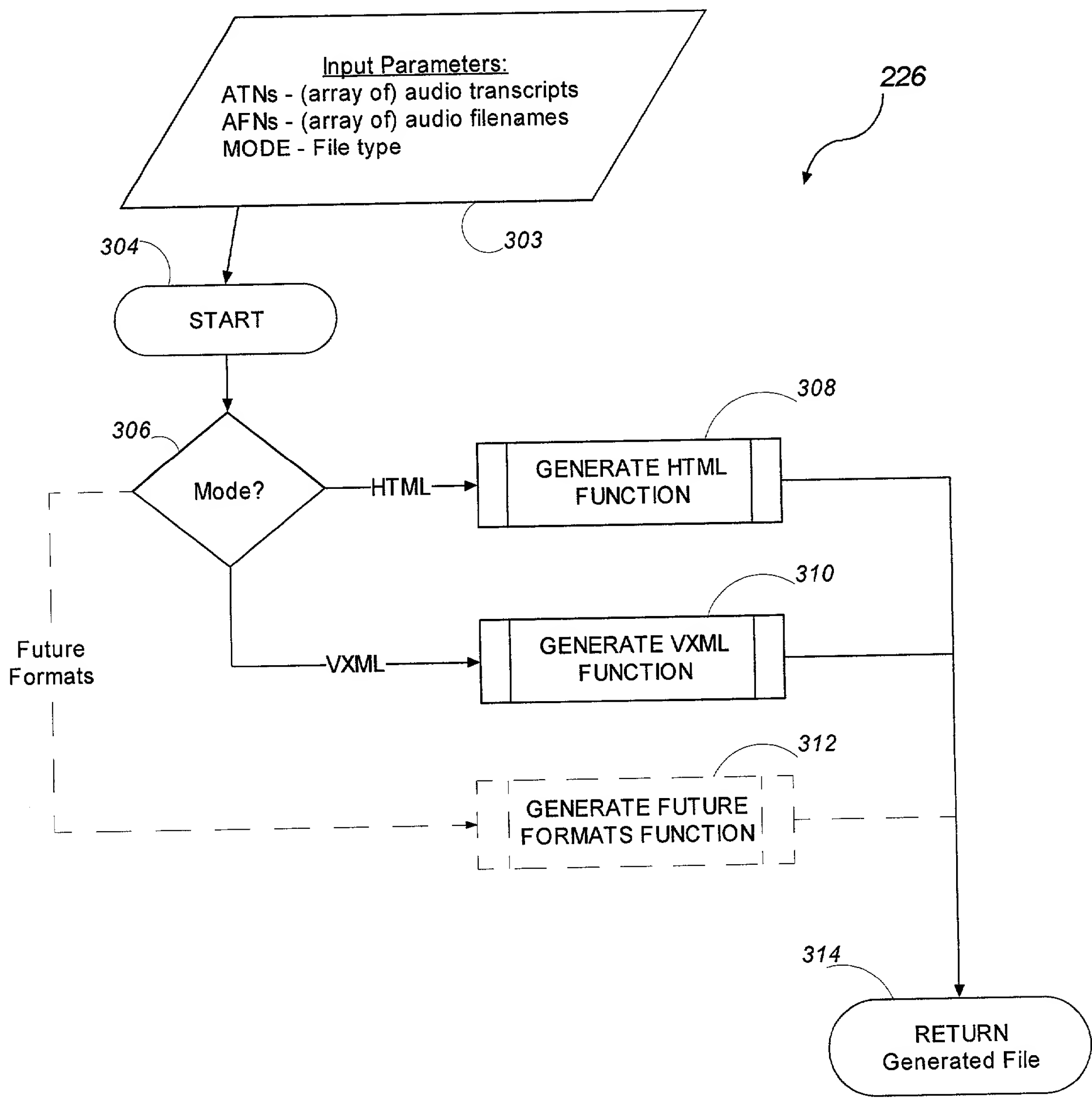


Fig. 9

Generate VXML Function

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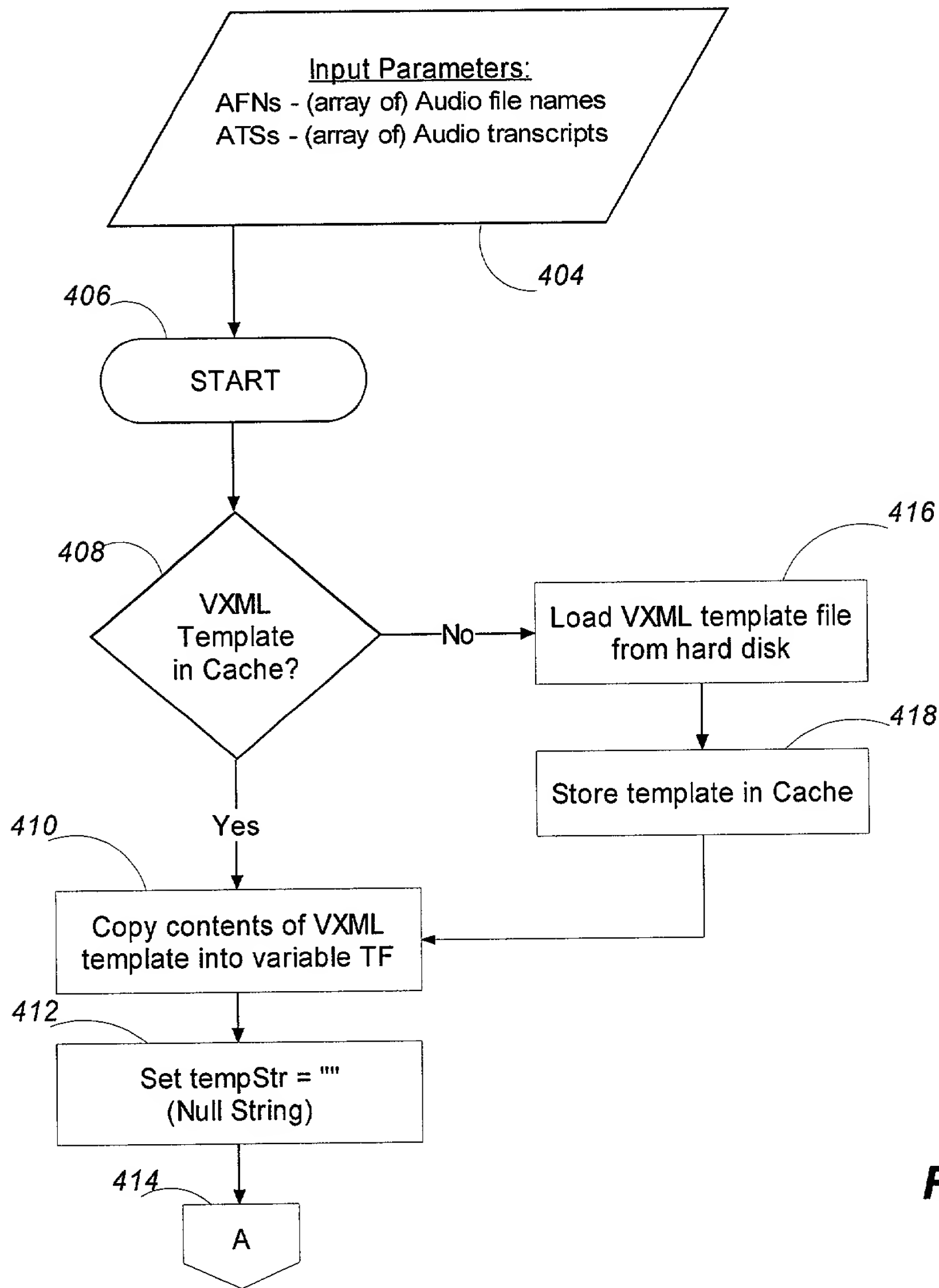
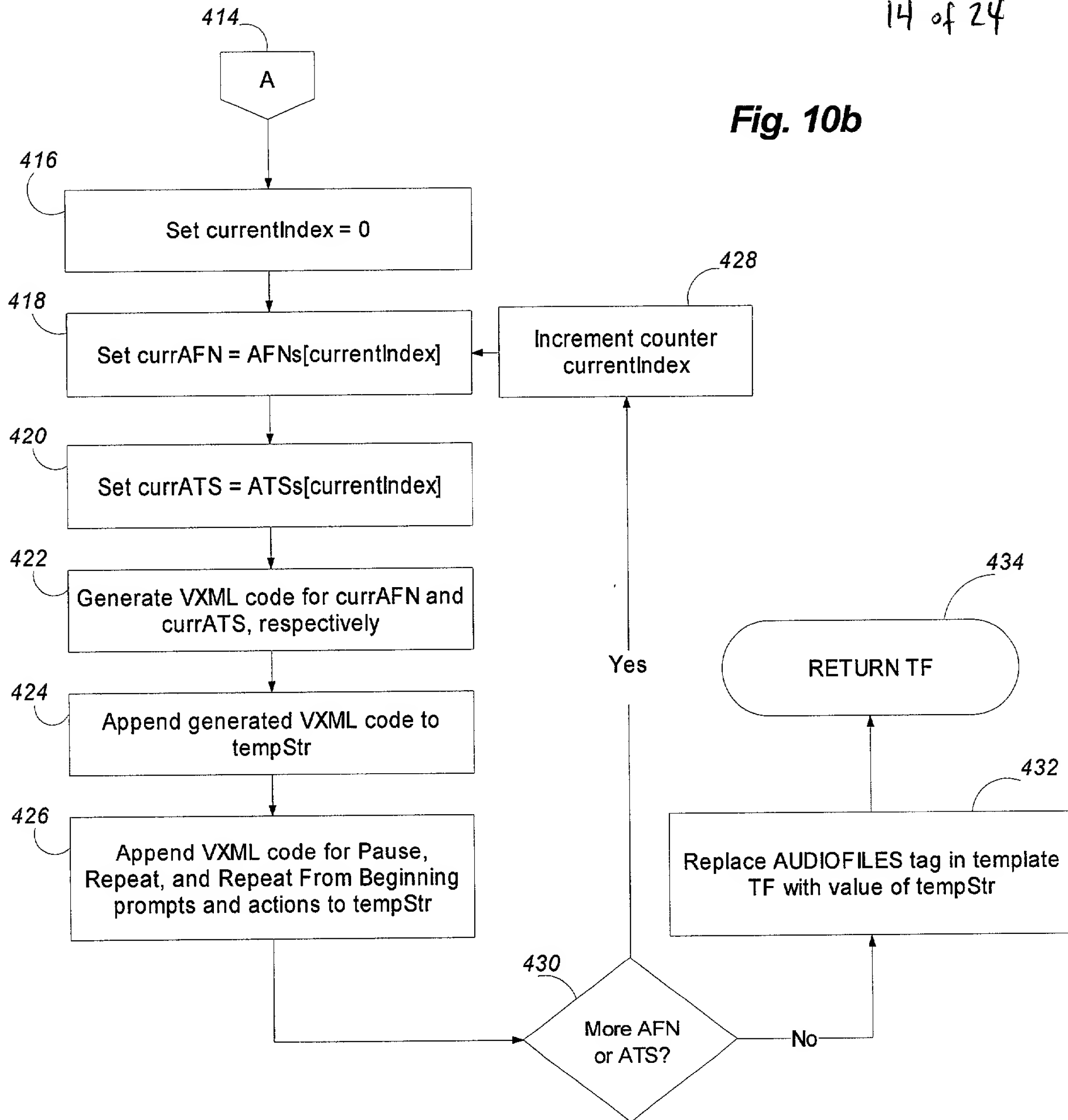


Fig. 10a

Fig. 10b



Generate HTML Function

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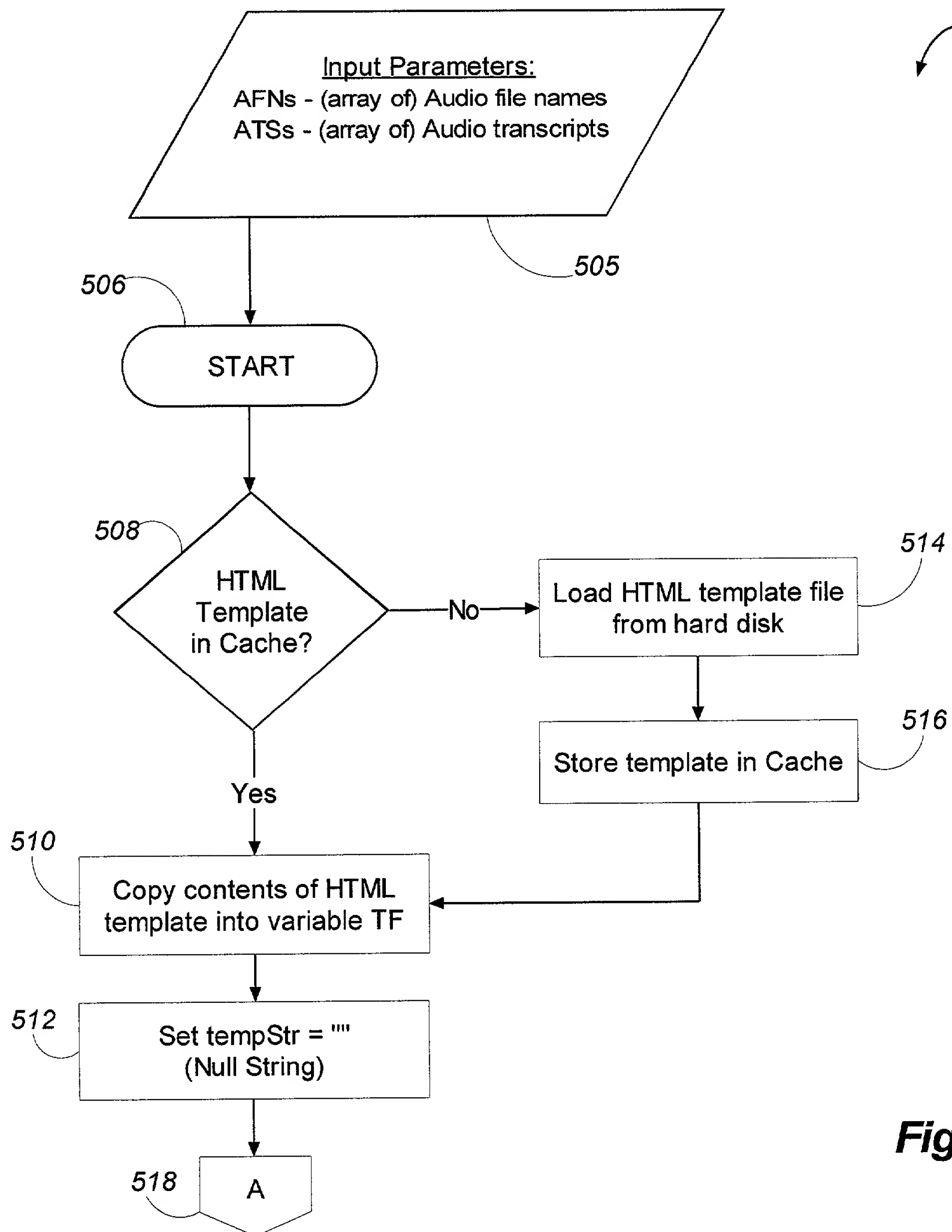
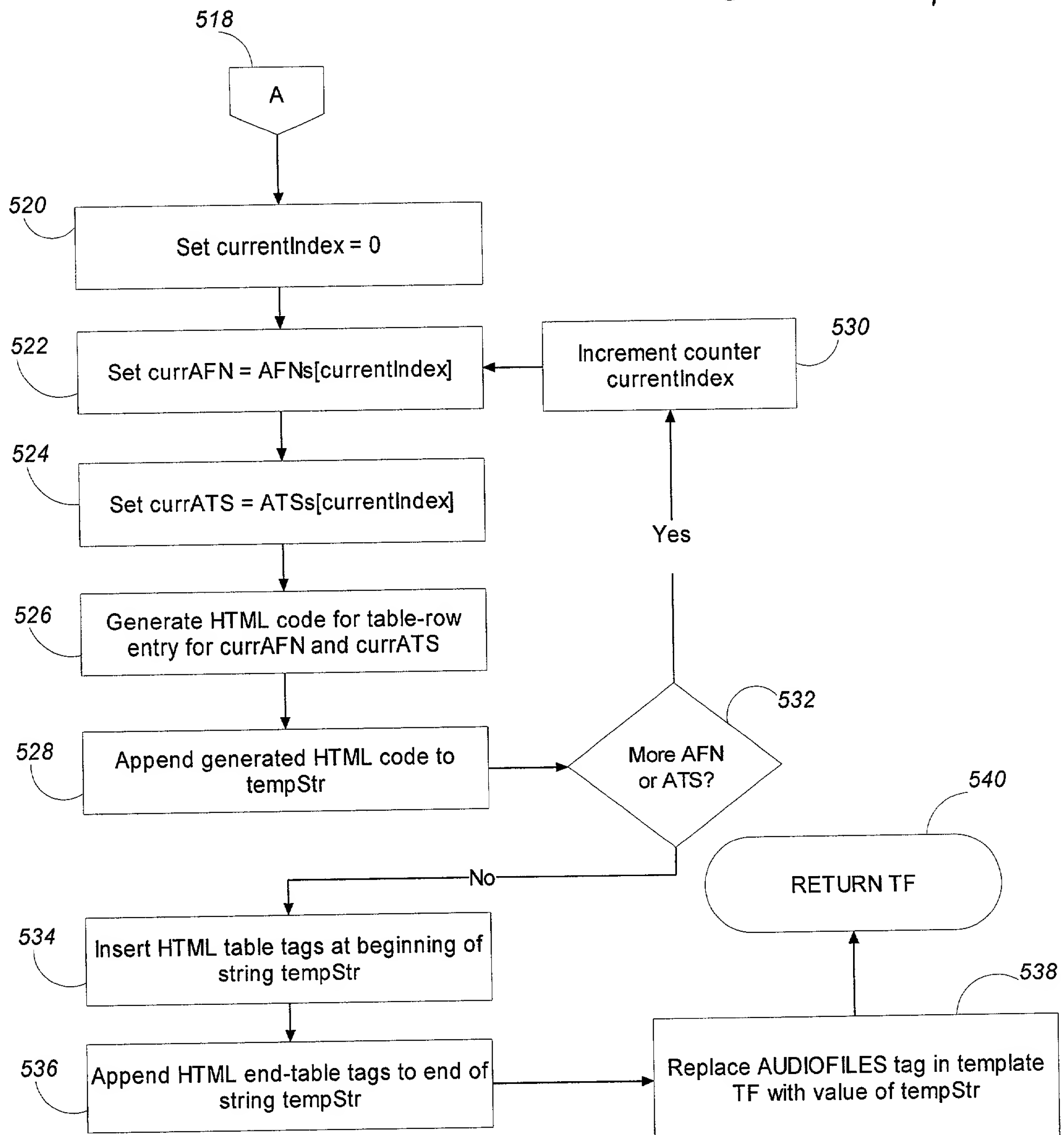


Fig. 11a

Fig. 11b 16 of 24



Error Checking Process

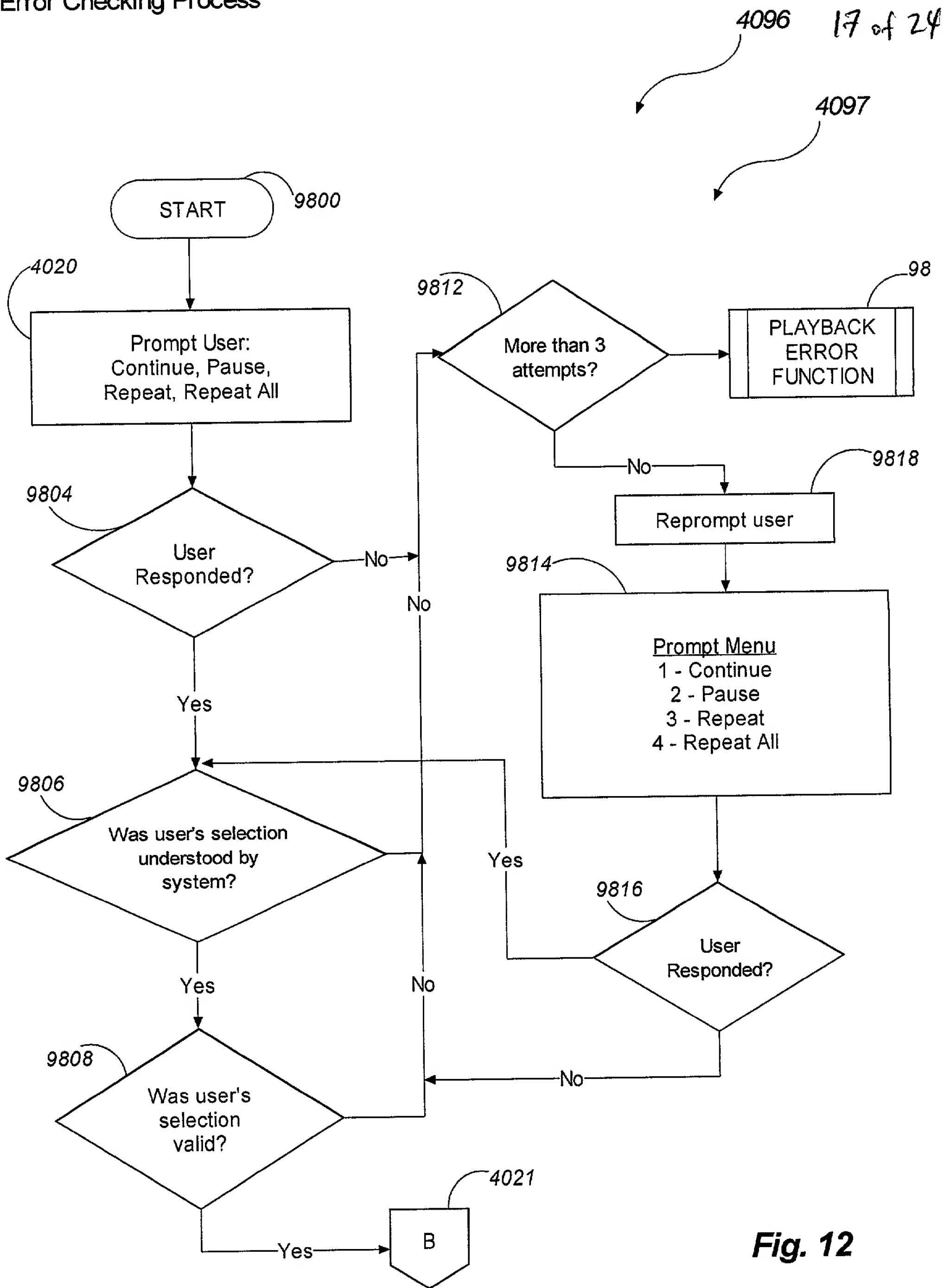


Fig. 12

Sample VXML File

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Fig. 13

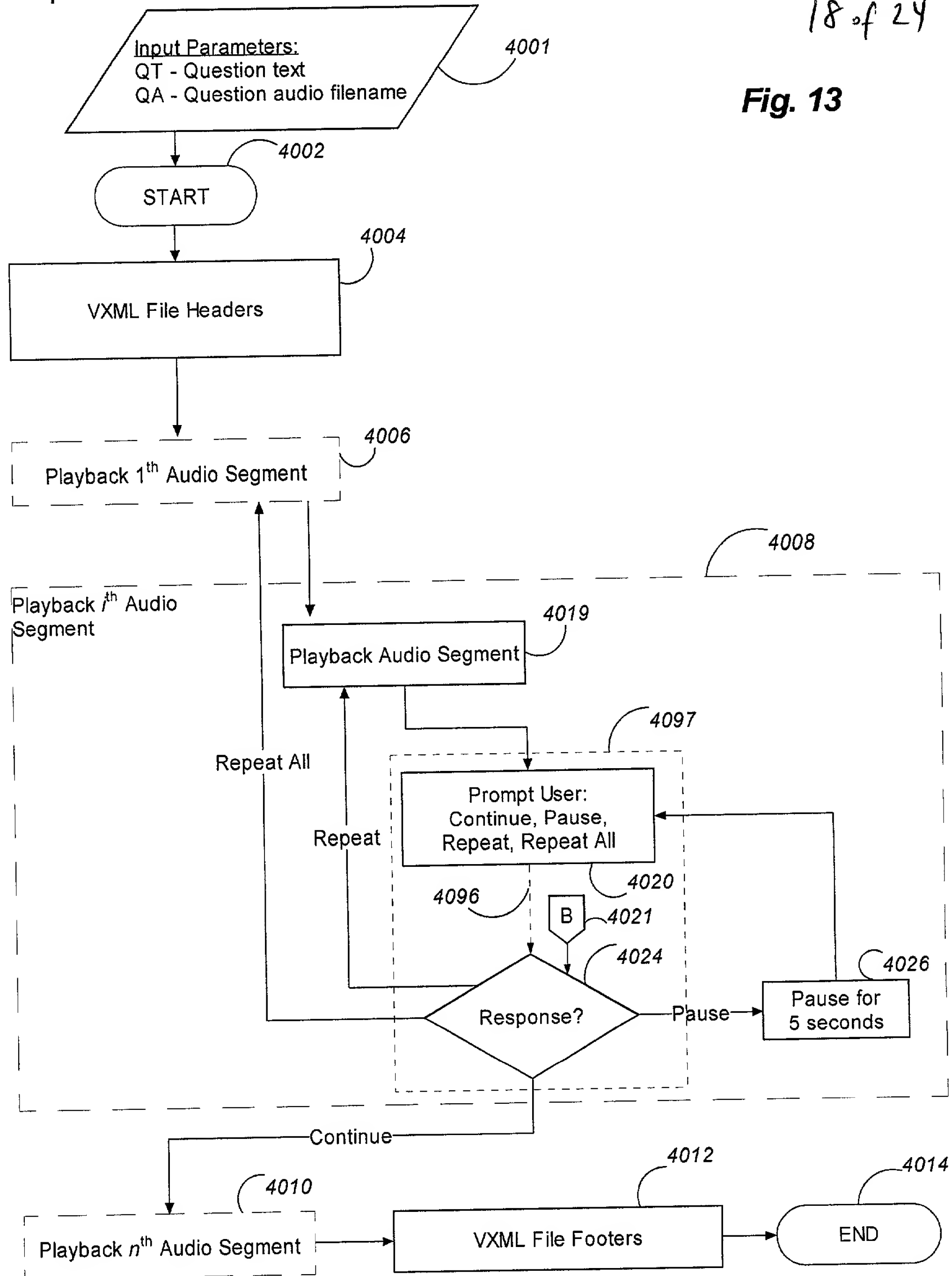


Fig. 14 VoiceTriage program -- Database schema

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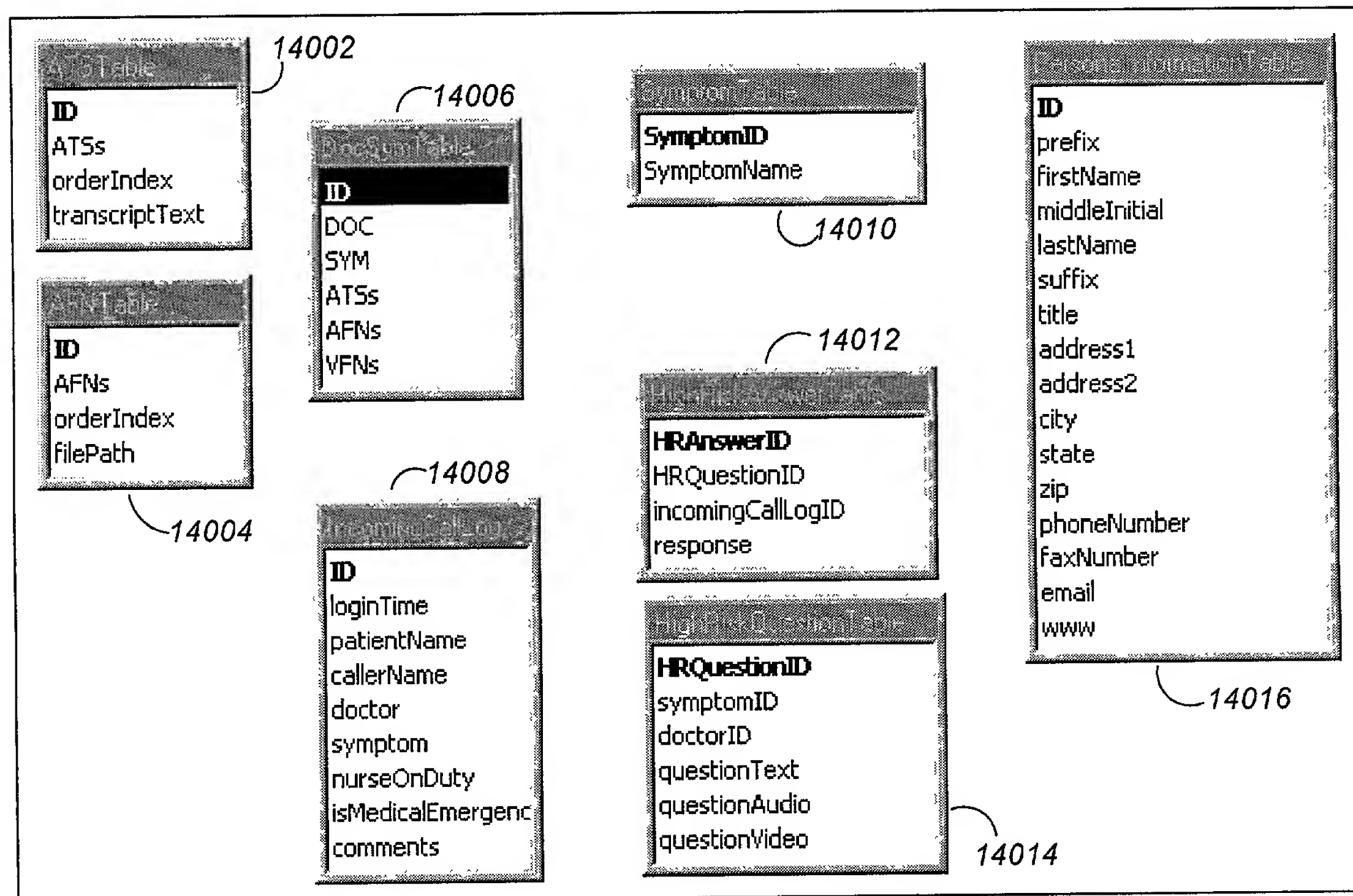


Fig. 15a VoiceTriage program -- Nurses's log-in window

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VoiceTriage -- Login Window

Call Information

Patient's Name

Caller's Name (if different)

Caller's Phone Number

Doctor's Name

Chief Symptom

Nurse on duty

Is medical emergency? ☐ Yes ☐ No

Comments & Advice Given

Fig. 15b VoiceTriage program -- High-risk questionaie

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VoiceTriage -- High-Risk Questionnaire

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

Questions

Does patient have any difficulty breathing noted by fast or hard breathing? ☐ Yes ☐ No

Does patient look blue, gray, or very pale? ☐ Yes ☐ No

Is there a history of asthma? ☐ Yes ☐ No

Additional Comments & Advice Given

Submit and Save Information

Clear All Information

Fig. 16a VoiceTriage program -- accessed by client machine viewed
by "caller" with web browser, audio message provided

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VoiceTriage -- Doctor's Message

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

Click to listen to an audio file:

[Listen to Audio](#)

[Listen to Audio](#)

Transcript of audio file:

Hello, this is dr. Lugo, I understand that you are calling because your child has a cough, congestion or stuffy nose. If your child has any of the following high risk factors I recommend coming to the emergency room.

If your child has any difficulty breathing noted by fast breathing, hard breathing with chest or stomach going in and out hard please come directly to the hospital. If they look blue, gray or very pale ...

If none of the above exist please provide supportive home care and call the office in the morning. Home care I like to recommend is

saline nose drops 1-2 drops each nostril three times a day. Cool mist humidifier at night.

[I understood the above information](#)

[Cancel](#)

Fig. 16b VoiceTriage program -- accessed by client machine viewed by "caller" with web browser, video message provided

VoiceTriage -- Doctor's Message

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

View video below

Transcript

Video displayed here
with controls

Hello, this is dr. Lugo, I understand that you are calling because your child has a cough, congestion or stuffy nose. If your child has any of the following high risk factors i recommend coming to the emergency room. If your child has any difficulty breathing noted by fast breathing, hard breathing with chest or stomach going in and out hard please come directly to the hospital. If they look blue, gray or very pale ...

If none of the above exist please provide supportive home care and call the office in the morning. Home care i like to recommend is

saline nose drops 1-2 drops each nostril three times a day. Cool mist humidifier at night.

I understood the above information

Cancel

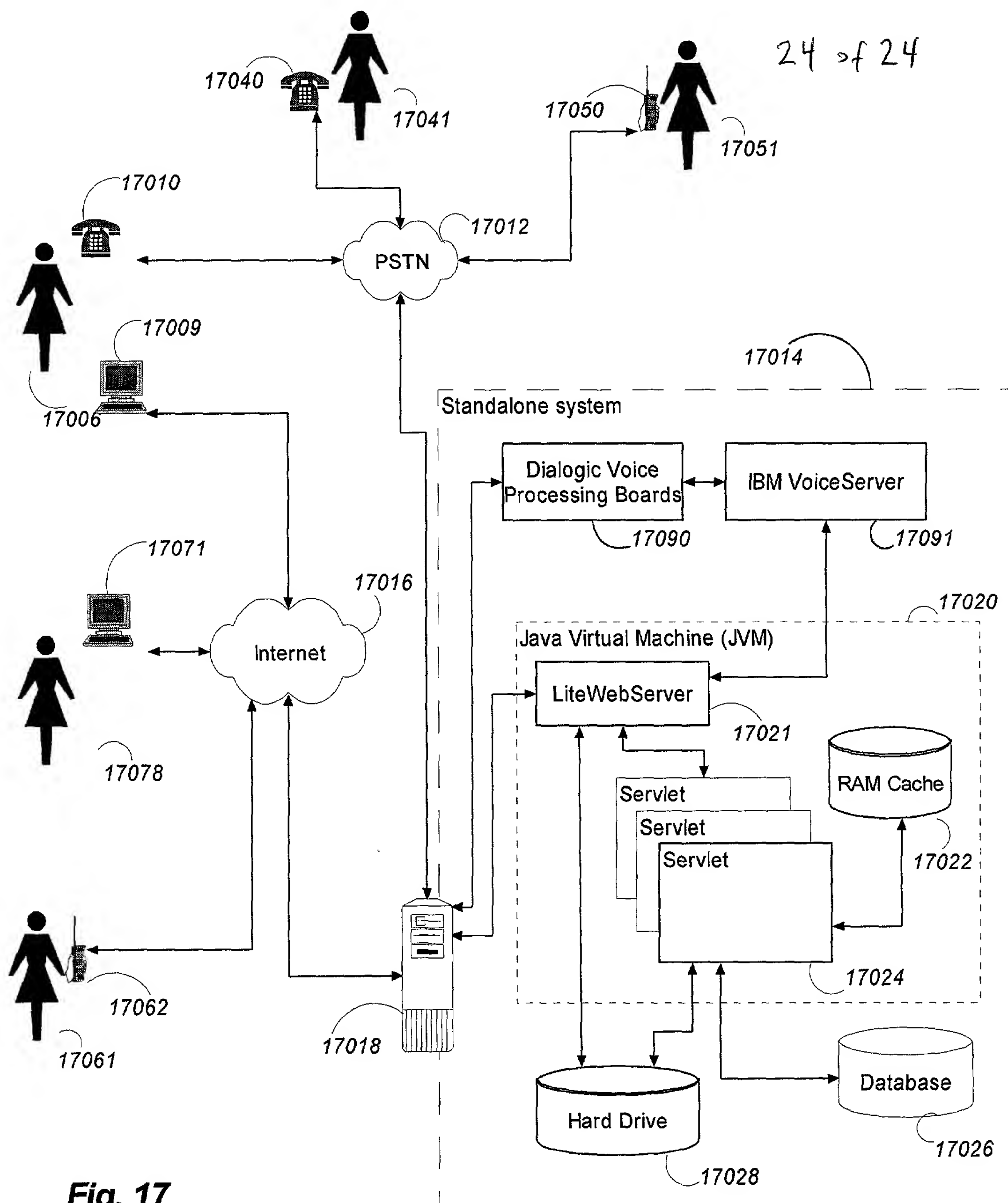


Fig. 17